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Administrator's Message



It is with conflicting emotions that we say good-bye to John Michaelson, County Administrative Officer. While we are happy that he will get a well-deserved retirement, we are sad to see him go. I think we in Human Services have particularly strong feelings for John because of his long tenure as the County Welfare Director and Human Services System, Assistant County Administrator. John endured the culture shock of coming from Purchasing to Human Services. What some of you may not know was that back

in his CAO analyst days, he helped develop our first automated welfare system, which we still use today. Before that we used punch cards to process payments, and all case information was managed manually. John has been a leader among counties in bringing Food Stamp Electronic Benefits Transfer (EBT) to California. He was also our inspiration for moving towards integrated services. It is only appropriate that John came full circle by his efforts to implement the Consortium IV automated statewide eligibility system. John has more accomplishments than I can list in this column. So on behalf of all of HSS, **"Happy Retirement!"**

I want to thank all of you that took part in the ExCL Information Sessions and completed the Organizational Assessment Survey. I hope you continue to be involved in future meetings and surveys. Your input is valuable in our efforts to improve both our internal and external environments. If you signed up to participate in any of the focus groups, you should be contacted in the near future, if not already. You are also invited to participate when the teams go out to the community for input. Your issues as county residents are no less important than your issues as employees.

Effective the end of June 2003, the Community Services Department will no longer be a part of the County or HSS. However, we will continue to consider them valuable partners in our efforts to improve the lives of San Bernardino County citizens. They have always been one of the most dedicated organizations when it comes to serving the people. We believe that this structural change will benefit them by enhancing their ability to raise funds to continue and expand their services. ■

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Editor's Corner



Monique Thomas

This issue marks the first time that the Human Services Connection will be distributed entirely online. This format is both convenient and cost effective. I hope that you enjoy the change.

In February I had the opportunity to attend the 5th Annual Adoption Finalization Day hosted by the Department of Children's Services (DCS). This event was covered by local news media and a documentary film crew. My write up is on page 9.

Also in this issue of the Connection, you will find stories about Preschool Services' (PSD) expanded resources, Program Development Units' (PDU) first Child Care Consortium, and the Administrative Support Division's (ASD) customer service initiative, just to name a few.

If you would like to highlight new and interesting programs, projects, or events in your department or division, please send me an email. I am always looking for new story ideas. ■

Monique Thomas

Human Services System

Many employees have found innovative ways to cut costs during these tough times. If you have ideas on ways to cut costs or conserve resources please submit to the HSS Connection.

Human Services Connection

News Deadlines and Publication Dates

First Quarter

News Deadline January 5

Publication Date March

Second Quarter

News Deadline April 7

Publication Date June

Third Quarter

News Deadline July 7

Publication Date September

Fourth Quarter

News Deadline October 6

Publication Date December

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Nonprofits and Corporate Philanthropy



Bonnie Konowitch

Corporate philanthropy is viewed as a key component of a corporation's broader social responsibility. A company's contributions might include cash gifts, product donations, and employees who volunteer. A well-implemented corporate contributions program can link the corporation and its communities, improve community and customer relations, raise employee morale, and even enhance a company's image.

Improving the quality of life in the communities where employees, customers, and other stakeholders live and work is often the focus of corporations. As a side effect, when a company contributes within the local community, customer loyalty and respect are often improved.

According to *Giving USA 2002: The Annual Report on Philanthropy for the Year 2001*, total giving for 2001 in the United States was \$212 billion. Of that amount, 83.5 percent was from individuals; 12.2 percent was from foundations, and only 4.3 percent was from corporations. In 2001 corporate philanthropy amounted to \$9.05 billion, which was a 12.1 percent decline from the previous year.

The results for 2002, when tallied, will probably show a further decline in corporate philanthropic giving. Even with changes in levels of giving, there will continue to be generosity in the United States; the total dollar amounts may be less and scrutiny of nonprofit programs may be higher. With reduced funding amounts coming in, many nonprofits will not be as strong financially or will need to work with fewer resources and staff members.

For a nonprofit agency to win funding from businesses, a direct relationship between a corporation's business objectives and the nonprofit's program activities will be key. Corporate funders are becoming creative in finding and funding programs that reflect their business interests. For instance, a healthcare business would be interested in supporting an organization that focuses on a community's health needs; an athletic clothing manufacturer might sponsor a sports event; and a computer company might donate equipment to train youth to learn about new technologies.

If you are affiliated with a nonprofit organization, consider how your program would benefit the goals of a corporate donor before requesting funds from them. Then show ways that you will provide a tie-in with the company's priorities. ■

Bonnie Konowitch

Children's Network

Corporations Giving To The Community



Memories & Priorities - Celebrating Ethics



Jim Pesta

I remember some years ago a colleague of mine saying, “I hope there really is such a thing as Repressed Memory Syndrome because there are a few things I’d like not to remember.” Those were tough days with difficult issues.

It’s interesting how our memories can lend to the realization of what is truly important in life. I truly believe this gets to the heart of ethics. Reflection on the significant moments, events and people in our lives when priorities, beliefs and values become crystal clear.

Memories, like a summer day in June twenty-two years ago when my wife Theresa and I were married. In looking back over our years together, we have experienced tragedies and successes, joys and sadness, good times and tough times. No surprise and no different from any other couple. Except our experiences are our experiences. They remain a part of who we are both as individuals and as a couple.

Memories, like a phone call at four on an August morning telling us that Theresa’s dad suffered a stroke. He only lived another 12 hours or so and in his passing, so many things of great importance the night before gave way to something of truly grave significance. Or, like the death of our dear friend Pat. Taken too soon from life, she remains a beacon of hope and clarity in caring and acceptance. Their memories are eternal - their influence and inspiration continue in their families, friends and coworkers!

Memories, like the births of our niece and nephew. They are the first grandchildren in our extended family. With them comes the gift of life and hope for the future. The hope that they will influence and leave the world a better place than what they inherited from their parents’ generation.

In reflecting on our experiences, we recall moments of joy and sadness as well as pride and embarrassment. Moments when events moved us to focus on the reality of our lives in a wider holistic sense. Moments when the seemingly important routines of our daily lives give way to larger issues and concerns. Circumstances that propel us to reflect on what we truly cherish and hold as precious. Moments when we embrace the importance of our ethics.

This summer, as we pause for vacations and family activities, let us find time to reflect and celebrate the memories of our lives. In our journey of ethics, each one of us can ask What do I cherish and hold as precious? How have my experiences influenced my ethics? How can I be a sign of ethics and a positive role model for my family, friends and coworkers? How do I plan to celebrate ethics? ■

Jim Pesta

Ethics Resource Officer



Everyday Employees... Extraordinary Work

~ We extend our congratulations to the following dedicated employees ~

The following employees received service pins at the April 15, 2003 Board of Supervisors meeting. Each employee has served the County for 20 years or more.



From left to right: **Gregory Crawford**, TAD; **Leona Curry**, DAAS; **Marlene Bixenman**, PID; **Candyce Morris**, PID.



From left to right: **Martha Williams**, Auditing; **Mattie Williams**, PID; **Lupe Perez**, DAAS; **Ruthann Tucker**, TAD.



From left to right: **Imelda Vildosola**, TAD; **Roberta Padilla**, TAD; **Debbie Seper**, PID.

Not pictured:

Alice Jolly, Auditing; **Joyce Lewis**, Behavioral Health; **Joseph Ortiz**, Behavioral Health; **Gail Seekins**, Public Health; **Mary Hernandez**, Public Health; **Vanessa Long**, Public Health; **Kathey Monzon**, Public Health; **Teresita Zarate**, Public Health.

Eric Witham, RN, earned an Intangible Award of \$500. His suggestion brought issues pertaining to juvenile immunization to the attention of the Probation Department.

Cheryl Rayford, Clerk III, suggested assisting indigent Behavioral Health clients with obtaining Medi-Cal coverage. Her suggestion has the potential of saving the County \$825,000 annually. Cheryl was awarded \$250 as a down payment for a possible \$10,000 award once the actual savings are documented.

Leia Knight and Carin DeLeon, Quality Review Specialists with the Program Integrity Division of HSS, split an award of \$6,586.60 for their suggestion to implement an Automated PID Budget Packet that eliminates redundancy and ensures accuracy. The annual savings to the County from this suggestion is approximately \$65,866.



Photos From left to right: **Leia Knight**, **Cheryl Rayford**, and **Carin DeLeon**. **Eric Witham** is not pictured.

DAAS Serves Up An Appetizing Alternative

On Tuesday, March 4, 2003 the Board of Supervisors, department heads and many others adjourned the weekly Board meeting to sample entrees from the DAAS Frozen Food kickoff luncheon in the Government Center's Joshua Room. Entrees included, sweet and sour chicken, cheese enchiladas, baked chicken, and Salisbury steak.

DAAS provides meals to over 20,000 San Bernardino County seniors through the Senior Nutrition Program. According to organizer Aleida Gordon, the purpose of the luncheon was to give the Board and County staff with a sample of the new frozen entrees.



DAAS staff serves attendees



Mary Sawicki with staff member

"Prior to the implementation of the frozen entrees, homebound seniors were provided a hot meal everyday," Gordon said. "However, the meals were not delivered within the two hour window required by county, state and federal guidelines."

The new frozen meal alternative will solve this problem. The program will also provide seniors with more freedom and flexibility.

Meals can be cooked in a conventional oven, toaster oven, or microwave. The frozen meal alternative will reduce service costs by half. For additional information, please contact Aleida Gordon of DAAS. ■



Another Year of Duck Season Success!!



Bonnie O' Connor

I would like to thank all of the employees in the County of San Bernardino who adopted one, or more, of our fine rubber friends. We also want to thank the Department of Children's Services, Behavioral Health, Public Health, and Probation for competing to adopt the most ducks.

Congratulations to 2nd District Supervisor Paul Biane for winning our kick-off race on April 1st. We appreciate the support of the Board of Supervisors and their staff who ensure that our little ducks have a great welcome back each year!



The Board of Supervisors watching over the activities

These adoptions truly help the kids. Kids like Joe and Lizbeth who needed clothing as they only had one pair of pants each and a couple of shirts, or Tina who needed a bed of her own rather than the floor she was sleeping on, and Jose who was having difficulty getting to school and needed a monthly bus pass to ensure that he continued his education. Children like these are seen every day by the Fund. If it were not for our special events, and the generous gifts from many individual donors, we would not be able to continue providing our safety net to our county social workers and case managers.



Carol Anselmi hanging out with "Tremor" from the Rancho Cucamonga Quakes

This event also allows the donor to win. This year, prizes included, a 2003 Buell Blast! a Hawaiian Vacation, a Baja Cruise, \$1,000 or \$500 cash, a \$500 shopping spree at Gottschalks or the Inland Center, a day with the Rancho Cucamonga Quakes, a Hot Air Balloon experience, and four annual passes to Pharaoh's Lost Kingdom., a \$200 gift certificate to buy something special for your furry best friend from Daryl's Pet Shop, or a great ice chest of goodies from the Regional Parks.

Please support our sponsors who allowed us to underwrite the event and donate the great prizes. Our sponsors are San Manuel Band of Mission Indians, Adelphia, Charter Communications, the Rancho Cucamonga Quakes, the San Bernardino County Sun Newspaper, KOLA 99.9, Pomona Valley Harley Davidson, Citizen's Business Bank, Bakers Drive-thru, Kool Kactus Café, Business Bank of California, General Outdoor, Pharaoh's Lost Kingdom, Optivus Technology, San Bernardino County Regional Parks, the Gas Company, Gottschalk, Inland Center Mall, Somebody Cares Southland, Orange Coast Moving Systems, Sportsco, and Your Community Bingo Hall.



From left to right: Carol Anselmi, Kent Paxton and Bonnie O' Conner

In addition to the duck race, the A. Gary Anderson Memorial Golf Classic, is scheduled for June 10. We held our Bonnes Meres Auxiliary Birthday Brunch on May 1. For more information on any of our programs and events, please Visit our website today at www.childrensfund.org.

If you missed the duck races this time, we hope to see you next year!!! Each time that you participate, you help us to "hit a home run" and strike out child abuse and neglect for at risk kids in our community. ■

Bonnie O'Connor
Executive Director

Children's Network Readies For Annual Conference

On Thursday, September 18, 2003, Children's Network will host its 17th Annual Conference at the Ontario Convention Center. The conference theme this year is Making a Difference for Children-Redesigning Child Welfare Services. Joining in the event planning and hosting are the Department of Children's Services, Children's Fund, and First 5 San Bernardino. Funding will be provided by San Bernardino County's Behavioral Health Department, Community Services and Arrowhead Regional Medical Center. These agencies have joined in this effort to help create a regional conference highlighting the best programs, services and agencies in the state!

Our keynote speaker will be Erin Gruwell, two-time Teacher of the Year who helped 150 of her students, many of whom were written off by the education system, use the power of education to write a book, graduate from high school and attend college. The Freedom Writers have been seen on television and are known for the achievements under Ms. Gruwells leadership and innovative teaching.

This year, we have greatly expanded the workshop tracks to provide more topics and training opportunities for our local professionals. We are also offering expanded Continuing Educational Units (CEU) this year and hope that this will help our area providers during these difficult budget times. CEU questions can be directed to our office. Please call (909) 387-8966.

We will again offer scholarships for youth and parents to attend. One grandmother who spent the day with her grandson at the 2002 conference commented on the quality of the information, and also spoke about the significance of spending that one day with no other family or distractions; it was just the two of them!

Our noontime presenter will talk about the Redesign of Child Welfare Services; how that will look and how we will get there. There will be a plenary session following the noon presentation (a conference within the conference) for stakeholders in the child welfare system, and break out sessions to begin the actual work.



Some of the tracks offered this year include: Health & Safety, Law Enforcement/Mandated Reporting (Child Abuse), Counseling, Community Resources, Cultural Sensitivity, and Child Development/Education. As you can see, this conference is moving in new directions to better meet current needs.

The BEST news is that we have REDUCED the cost of the conference this year to enable more of our local professionals, paraprofessionals, volunteers and family members to attend. The cost is just \$99 per person. You won't want to miss this event. The content will be the best ever, and the venue is unbeatable!

If you wish to exhibit at the conference, please contact Jeni Celise-Reyes at (909) 387-5361 for details. We look forward to seeing you on September 18th! ■

Susan Melanson
Children's Network

Adoption Finalization Day

Excitement and tears filled the Ontario Convention Center as over 100 families and children were united at the Department of Children's Services (DCS) 5th Annual Adoption Finalization Day ceremony held on Friday, February 21, 2003.

The program theme was *Adoptive Families: Connections of the Heart*, and is the largest union of families each year. DCS director Cathy Cimbalo opened the program by speaking on the importance of adoption and foster parenting. Cimbalo is the adoptive parent of a now teenage daughter.

Although a large percentage of adoptive parents had been foster parents, many others were relative adoptions. Kristen of Victorville attended the ceremony to adopt her 14-month-old niece Jessica Leanne. "It's nice to be solidified," Kristen said, "Now we can keep her as part of our family."

The event was covered by various news media including ABC-7 News and a documentary film crew. One of the families, the Jones' were being filmed for a Discovery Channel series called *An Adoption Story*. This new show is part of the channel's other popular documentary series *A Dating Story*, *A Marriage Story*, and *A Baby Story*.

The Jones' have been foster parents to Kaleb and Kadra for 2 ½ years. When they first [to us], Kadra was 4 and Kaleb was only 13 months old," Mrs. Jones said. After a short ceremony, they were officially a family. "We are excited," Mrs. Jones said, "very excited."

The Jones' will make their television debut in June. Airdates are scheduled throughout the summer:

Friday, June 6, 2003: 11:00 AM; 1:30 PM and 4:30 PM

Friday, July 4, 2003: 11:30 AM

Monday, August 4, 2003 11AM; 1:00 PM and 4:00 PM

Monday, September 1, 2003 11:30 AM

The Jones' lives have been changed forever. Judging by the smiles, tears and emotion, of the adoption day, this year's ceremony will live on in the hearts and minds of all who attended. ■

The Fisher family with Diamond (small boy being held)



Jones' with judge after adoption ceremony



The Jones' meet Ontario Mayor, Gary C. Ovitt, while being filmed for documentary



The Eppersons with John Jr.



Cathy Cimbalo



Customer Service Is Top Priority For ASD

With a new name, mission statement, and brochure, the HSS Administrative Support Division (ASD) proves that there is more to them than finance and building management. Under the leadership of Deputy Administrative Officer Art Gomez, ASD has experienced not only a name change, but also a change in the way they do business becoming a more efficient, customer-friendly organization.



"We want to be viewed as that of a support function rather than control," Gomez said. It was this shift that led to the name change. Gomez felt that *Building and Finance Division* (BFD) carried a negative connotation. "Administrative Support Division describes who we are and what we do. We are here to provide support," Gomez said.

Creating a mission statement was another means to establish the new identity. In October 2002, ASD developed a mission statement promoting such values as ethics, professionalism, and customer service.

Prior to coming to HSS, Gomez was the Deputy Administrative Officer for the Internal Services Group, thus having a great deal of experience with internal customer service. When he arrived at HSS in February 2002, he didn't want to start by making major changes. "First I observed. I wanted to assess where we could make improvements," Gomez said.

Gomez considered the needs of ASD's four units: Contracts, Facilities, Finance, and Special Projects. He then asked the questions: "What can we do to run more efficiently? How can we better provide the services that departments need?"

The following is only part of ASD's new developments:

Current

♦ **Customer Roundtables** – With assistance from PERC, ASD developed a customer service survey to assess the needs of customers. ASD has begun to meet with these customers regarding current and future needs.

According to Lynne Fischer, ASD's Special Projects Manager, the customer service roundtables will be held on a continual basis. "We are interested in what people have to say on-going."

In the Works

♦ **003 Process** – 003 forms will be automated to make it easier for departments to track the process of a job order

♦ **Imaging of Closed Files** – To consolidate files and reduce paper, information will be scanned and placed on disks.

♦ **Comment Cards** – Following a job, departments can provide ASD with feedback. Cards will be available online and in paper form.

Commitment from ASD staff has made all efforts highly successful. Art Gomez says that staff involvement has been a key factor from the beginning:

"I would like to make it clear," Gomez said, "that the progress ASD has made so far is due to the commitment and efforts of the ASD management team: Kris Letterman, Finance Manager; Lynne Fischer, Special Projects Manager; Lori Ciabatinni, Contracts Manager; and Darlene Bently, Facilities Manager - and also the employees of ASD who on daily basis do their best to deliver the best service possible."

Art Gomez continued by discussing specific examples of staff participation, "staff developed the mission statement and worked with PERC to discuss the vision and direction of ASD. Involving staff as part of the solution will help us get where we want to go."

The developments have paid off with positive feedback from HSS department heads and staff. It seems that Art Gomez is well on the way to achieving his ultimate goal for ASD: "We want to be a resource for HSS departments." ■

34 Counties Select C-IV as New System

The first Statewide Automated Welfare System developed for California was the Interim Statewide Automated Welfare System (ISAWS). ISAWS currently supports thirty-five (35) counties. Over the years, technology and programming for this system has become out-dated. In an effort to be more cost efficient, the state asked the ISAWS counties to evaluate and select another automated system from LEADER, CalWIN and Consortium IV (C-IV). Thirty-four (34) of the ISAWS counties selected C-IV as their new system!

The ISAWS counties cited several key factors in selecting the C-IV system:

- ✓ Web-Based Technology
- ✓ Meets Business Needs / Business Model
- ✓ Software Maintenance – Vendor Provided & Distributed
- ✓ User Friendly
- ✓ Cost / County Local Involvement
- ✓ Functionality
- ✓ Rules Based Maintenance

- ✓ Training
- ✓ Equipment Savings
- ✓ Neighbors / Sharing Training & Tech Support
- ✓ Change Management / Conversion
- ✓ Vendor Accountability / Service Level Agreements
- ✓ Imaging
- ✓ Technical Refresh
- ✓ Supports Current County Programs
- ✓ On-Line Access to All Historical Data
- ✓ Portability
- ✓ Reports

San Bernardino County leadership and staff have been instrumental in making C-IV a modern, comprehensive and business driven system. We welcome the addition of the ISAWS counties, which will be converted to C-IV on a flow basis after the four development counties - San Bernardino, Riverside, Stanislaus and Merced - are fully operational. ■

PDU Hosts Southern California Child Care Consortium

Child Care Program representatives from 10 Southern Counties attended the first annual Child Care Southern California Consortium on Thursday, February 25, 2003.

The meeting was organized and facilitated by Emily Danner, a Program Specialist with the Program Development Unit (PDU).

“A great need exists to collaborate and share information and ideas on the Child Care Program,” Danner said. “This meeting was developed to engage in data sharing, legislative and policy analysis, build relationships, and understand how to improve the program for everyone involved.”

Although this was the first, the group will continue to meet on a bi-monthly basis. ■



Child Care Program Representatives



Emily Danner



Child Care Program Representatives

DCS Update



Carlos Cervantes

This past March, the Loma Linda University Department of Social Work held an event celebrating National Professional Social Work Month. One of the panelists for the evening was **Terri Self, MSW**. Terri is a Child Welfare Services Manager for Children's Services. She spoke about the importance of strengthening and preserving families in the community.

At the close of the event, a special awards presentation was made. Our own **Fay Aldridge**, a student at the University and recruiter for the County's One Church-One Child Program, received the Student Social Worker Of The Year Award. Congratulations Fay from all of us!

In May, The Department of Children's Services and San Bernardino Valley College sponsored a "Burnout & Renewal" Team Conference. Attended by over 150 Social Workers and Foster and Kinship parents, it was an excellent team conference.

May was also National Foster Parent recognition month. To honor our hard working Foster/Kinship parents, our annual picnic was held at Scandia Amusement Park in Ontario. All Foster/Kinship children had a blast at the theme park.

Foster/ Adoptive Services continues to recruit people from the community who are interested in long and short-term care for children. This spring and summer, we are involved in many community events from Yucca Valley to the West End of the county. If you are interested in attending a Foster/ Adoption orientation please call **1-800- 722-4477** for a schedule. ■

Carlos Cervantes,

*Recruitment Coordinator Foster/Adoptive Parents.
(909) 891-3583*

Which HSS employee received a Congressional Certificate of Honor as a Hispanic woman working in public service?

Find out in the next issue of the Connection . . .

September 2003

Ana Mercado Wins Prize in PERC Computer Skills Survey Drawing

Ana Mercado of Fontana TAD won a gift certificate for a free computer class at the Performance, Education and Resource Center (PERC). PERC held a drawing at the conclusion of our Computer Skills Survey held Thursday May 8. Lynda Cook, Training and Development Manager for PERC, presented the prize. Fifty other participants received a PERC document stand.

Over 890 TAD employees completed these online computer surveys. Employees answered questions about the types of computer programs used on the job and how they rate their skills. PERC will use this information to identify training needs and help TAD employees prepare for the upcoming CIV automation. ■

Laura Miller,
PERC Staff Training Instructor

~ Thank you to everyone who participated! ~



Ana Mercado of Fontana TAD with Lynda Cook
accepting her gift certificate

PSD Expands Services to Children

To better serve the children of San Bernardino County, Preschool Services Department (PSD) has expanded its locations and services. On April 14, 2003 PSD opened the doors to the Adelanto center, serving over 60 children.

“There was a large underserved community in the High Desert,” Deputy Director Ron Griffin said. “Although there was a State preschool in the area, they did not offer transportation or full day service.”

PSD also opened its Apple Valley site in late March of this year. The Victorville site was remodeled and opened in April of this year.

According to Director Roberta York the High Desert expansions are just the beginning of plans to better serve parents and children throughout San Bernardino County. There are also site expansion plans for Redlands and Yucca Valley. The expansion and relocation of the Yucca Valley site will double available slots for children. Currently serving 34 children, the new center will have the capacity to serve 68. This site is scheduled to open in September.

“It comes down listening to parents and meeting their needs,” Griffin said. PSD serves over 3700 children throughout San Bernardino County. ■



504 N. Mt. View, San Bernardino, CA
17270 Bear Valley Road, Victorville, CA
The Performance, Education and Resource Centers

PERC Implements New Registration Process

Effective immediately, the identifier you will use to access Call Registrar and enroll in a class has been changed. You will now use your birth date and the last four (4) digits of your employee number and, as before, the first three letters of your last name.

1. You will be asked to enter your birth date and the last four (4) numbers of your employee number, followed by the # key.
2. For further identification, you will be asked to enter the first three letters of your last name followed by the # key.
3. Example:

If your birth date is January 1, 1975, your Employee number is A0000, and your last name is Smith, when asked, you will enter:

1. 0101750000#.
2. And then, when asked, you will enter smi#.

If you have any questions, please call the Performance, Education and Resource Center at (909) 388-4250 or 388-4361.

Schedule of Classes July — December 2003

General Development Classes				
Service is An Attitude	7/10 OR 11/6	14572 14607	\$100 \$100	8:30-4:30 8:30-3:30
Documentation & File Building	7/14	14560	\$100	8:30-4:30
Managing Your Emotions	7/16 OR 9/10	14573 14613	\$100 \$100	8:30-4:30 8:30-4:30
Professional Impressions by Phone ½ day	7/24 OR 11/20	14574 14611	\$50 \$50	8:30-12:30 8:30-12:30
Success in the People Zone	7/24 OR 11/19	14575 14610	\$100 \$100	8:30-4:30 8:30-3:30
Writing for Results 2-days	7/24 AND 7/31	14565	\$175	8:30-4:30
Coping With Difficult People	7/31 OR 10/23	14576 14602	\$85 \$85	8:30-3:00 8:30-3:00
Technical Writing PoWVer	8/5	14561	\$85	8:30-3:30
Coping w/Unexpected Change in the Workplace	8/11	14555	\$100	8:30-4:30
Take Charge, Turn Stress into Success	8/11	14563	\$100	8:30-4:30
How to Build Self-Esteem and Personal Power 2-days	8/12-13	14564	\$175	8:30-4:30
Creating Your Career	8/14 OR 11/6	14583 14608	\$100 \$100	8:30-4:30 8:30-3:30
Test Taking Skills @ Victorville facility	9/9	14584	\$50	8:30-12:30
Serving a Diverse Community ½ Day	9/10	14585	\$50	8:30-12:30
Proofamatics 4 days, ½ day each	9/15-18	14569	\$100	8:30-11:00
Time Management	9/16	14594	\$50	8:30-12:30
Making the Most of Change	9/18	14612	\$100	8:30-4:30
So, You Think You Want to be a Supervisor	9/23	14595	\$100	8:30-4:30
Problem Solving	9/25	14556	\$100	8:30-4:30
Sharpening Your English Skills 2-days	10/9 AND 10/16	14567	\$175	8:30-4:30
Memory Magic	10/28	14562	\$85	8:30-3:30
Building a Better You Through EQ	10/30	14603	\$100	8:30-3:30
Test Taking Skills	11/5	14605	\$50	8:30-12:30
Conflict Resolution	11/18	14609	\$100	8:30-3:30
Supervision/Management				
Fundamentals of Supervision 5 days	8/7,14,21,28 & 9/4 OR 10/7,14,21,28, & 11/4	14577 14597	\$300 \$300	8:30-4:30 8:30-4:30

PERC Training Calendar

The Realities of Harassment & Discrimination	8/28 OR 10/23	14486 14487	\$75 \$75	8:30-4:30 8:30-4:30
Leadership Development Program 8 workshops	9/11,18,25 10/2,9,16,23, 11/13	14586	\$475	8:30-4:30
Don't Walk Over & Around the Big White Elephant ½ day	9/30	14596	\$50	8:30-12:30
Hiring for Maximum Impact ½ day	10/7	14604	\$50	8:30-12:30

Computer Classes (Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted)

Track 1 Classes presented by ExecuTrain

Excel 2000 Introduction	7/17 OR 10/8	14525 14526	\$120 \$120	8:30-4:30 8:30-4:30
Access 2000 Introduction 2-days	7/22-23	14527	\$175	8:30-4:30
Word 2000 Introduction	8/4	14528	\$120	8:30-4:30
Access 2000 Intermediate 2-days	9/10-11	14529	\$175	8:30-4:30
Excel 2000 Intermediate 2-days	9/24-25 OR 11/17-18	14530 14535	\$175 \$175	8:30-4:30 8:30-4:30
Access 2000 Advanced 2-days	10/20-21	14531	\$175	8:30-4:30
Word 2000 Intermediate 2-days @ Victorville facility	10/27-28	14532	\$175	8:30-4:30
Word 2000 Intermediate 2-days	10/29-30	14533	\$175	8:30-4:30
Outlook 2000 Introduction	11/3	14534	\$120	8:30-4:30

Track 2 Classes presented by Gateway

Access 2000 Introduction	7/29 OR 11/6	14452 14453	\$120 \$120	8:30-4:30 8:30-4:30
Word 2000 Introduction @ Victorville facility	8/14	14454	\$120	8:30-4:30
Access 2000 Intermediate	8/27	14458	\$120	8:30-4:30
Excel 2000 Intermediate	9/4	14459	\$120	8:30-4:30
Publisher 2000	9/16	14460	\$120	8:30-4:30
Outlook 2000 Introduction	9/18	14461	\$120	8:30-4:30
Word 2000 Intermediate @ Victorville facility	9/29	14457	\$120	8:30-4:30
Word 2000 Introduction	10/16	14455	\$120	8:30-4:30
FrontPage 2000 Introduction	10/28	14462	\$120	8:30-4:30
Word 2000 Intermediate	11/4	14456	\$120	8:30-4:30

Track 3 Classes presented by QuickStart

Word 2000 Introduction	7/9	14536	\$120	8:30-4:30
Outlook 2000 Introduction	8/13	14537	\$120	8:30-4:30
Excel 2000 Introduction 2-days	8/25-26	14538	\$175	8:30-4:30
Word 2000 Intermediate	9/23	14539	\$120	8:30-4:30
Access 2000 Introduction 2-days	9/29-30	14540	\$175	8:30-4:30
Excel 2000 Intermediate	10/6	14541	\$120	8:30-4:30
Access 2000 Intermediate	11/13	14542	\$120	8:30-4:30

Track 4 Classes presented by Soft-Train

Excel 2000 Introduction @ Victorville facility	7/15	14466	\$120	8:30-4:30
FrontPage 2000 Introduction	7/31	14467	\$120	8:30-4:30
Excel 2000 Introduction	8/5	14468	\$120	8:30-4:30
Access 2000 Introduction @ Victorville facility	8/7	14473	\$120	8:30-4:30
Excel 2000 Intermediate @ Victorville facility	8/19	14469	\$120	8:30-4:30
PowerPoint 2000 Introduction	8/21	14476	\$120	8:30-4:30
Excel 2000 Intermediate	9/22	14471	\$120	8:30-4:30
Access 2000 Intermediate @ Victorville facility	10/2	14474	\$120	8:30-4:30
Excel 2000 Introduction @ Victorville Facility	10/15	14472	\$120	8:30-4:30
Outlook 2000 Introduction	10/22	14477	\$120	8:30-4:30
Project Introduction	10/23	14480	\$120	8:30-4:30
Excel 2000 Intermediate @ Victorville Facility	11/19	14470	\$120	8:30-4:30
PowerPoint Introduction	11/20	14479	\$120	8:30-4:30

CELEBRATING SENIORS 2003



*If you are age 60 or over, you are invited . . .
to a special **free** day for Seniors!*

Thursday, September 18
9:00 a.m. to 3:00 p.m.



The Orange Show Fairgrounds
Renaissance Room
689 South E Street
San Bernardino

Bring A Friend!

*Free Lunch!
(Sponsored by the
San Bernardino County
Senior & Disabled Fund)*

*Free Continental Breakfast
Entertainment*



*★ Get information about San Bernardino County services
Meet your elected officials at a special Town Hall Meeting ★*

Make Friends!

Meet service providers ★

★ Receive free health screenings

Free Goodies!

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For more information and special accommodations call:
Glenda Jackson at 909-891-3900

